Workplace Safety and Insurance Appeals Tribunal

QUARTERLY REPORT

Production and Activity

For the Period

October 1 through December 31, 2002

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The Quarterly Report

Key Tribunal Activities

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The Tribunal's Production Plan for 2002 set targets and projections for caseload intake, production, and remaining caseload inventory.

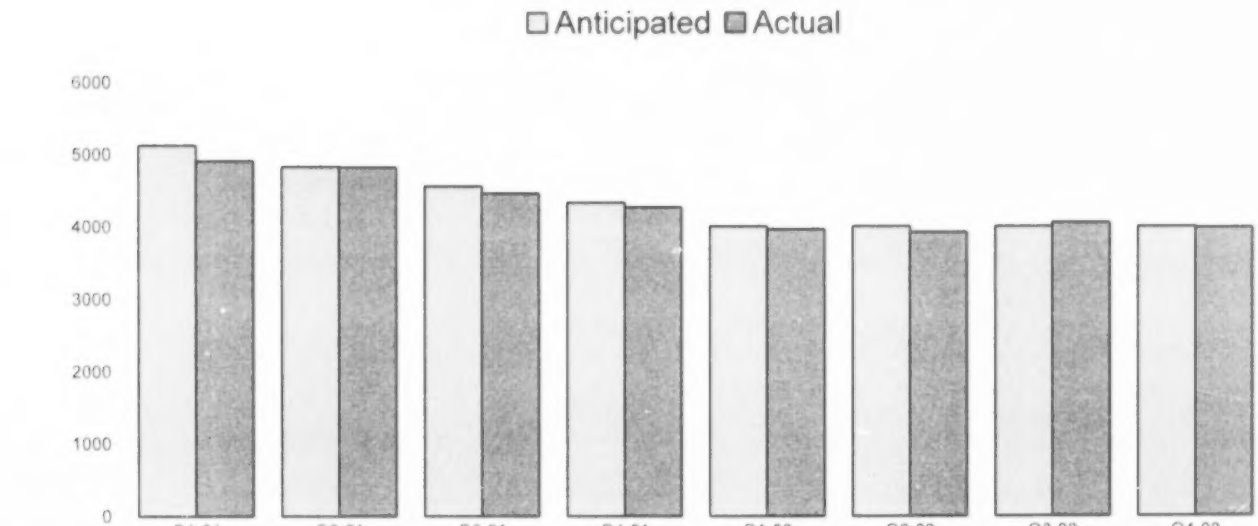
The Tribunal implemented its Notice of Appeal (NOA) process on March 15, 2001. As a result of this implementation, the active inventory is comprised of the NOA inventory and the resolution stream inventory. The NOA process places responsibility in the hands of the parties and representatives to advance a case, and requires appellants to confirm their readiness to proceed (by filing a Confirmation of Appeal) with their appeals within two years of completing the NOA.

The NOA inventory also includes cases that would previously have been closed as inactive by Tribunal intervention. These "dormant" cases are currently being tracked as part of the Tribunal's case management, and are expected to close as abandoned during the two-year period parties are allowed to remain in the NOA stage.

At this end of the fourth quarter of 2002, the NOA inventory included 2,010 dormant cases which, previously, would have been closed as inactive. There are 1,620 cases in the NOA inventory which are proceeding to hearing ready status. At December 31, 2002 the resolution stream inventory numbered 2,368 appeals.

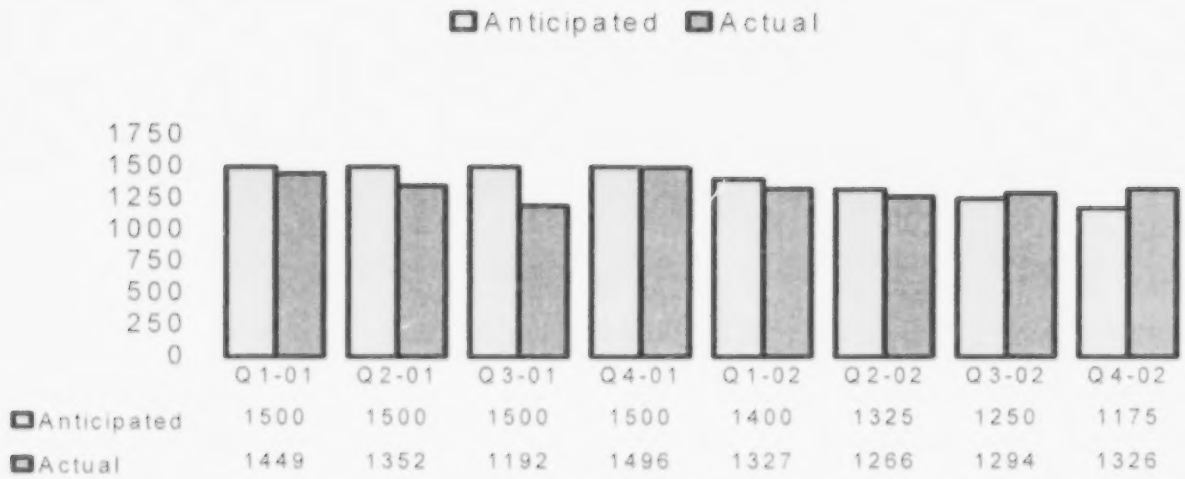
The active inventory total used to monitor performance totalled 3,988 for the fourth quarter of 2002.

Productivity in Relation to Case Management Objectives



	Q1-01	Q2-01	Q3-01	Q4-01	Q1-02	Q2-02	Q3-02	Q4-02
Anticipated	5125	4825	4560	4330	4000	4000	4000	4000
Actual	4912	4819	4460	4267	3959	3919	4057	3988

Figure 1. Appeals Inventory, Anticipated vs. Actual



	Q1-01	Q2-01	Q3-01	Q4-01	Q1-02	Q2-02	Q3-02	Q4-02
Anticipated	1500	1500	1500	1500	1400	1325	1250	1175
Actual	1449	1352	1192	1496	1327	1266	1294	1326

Figure 2. Incoming Appeals, Anticipated vs. Actual

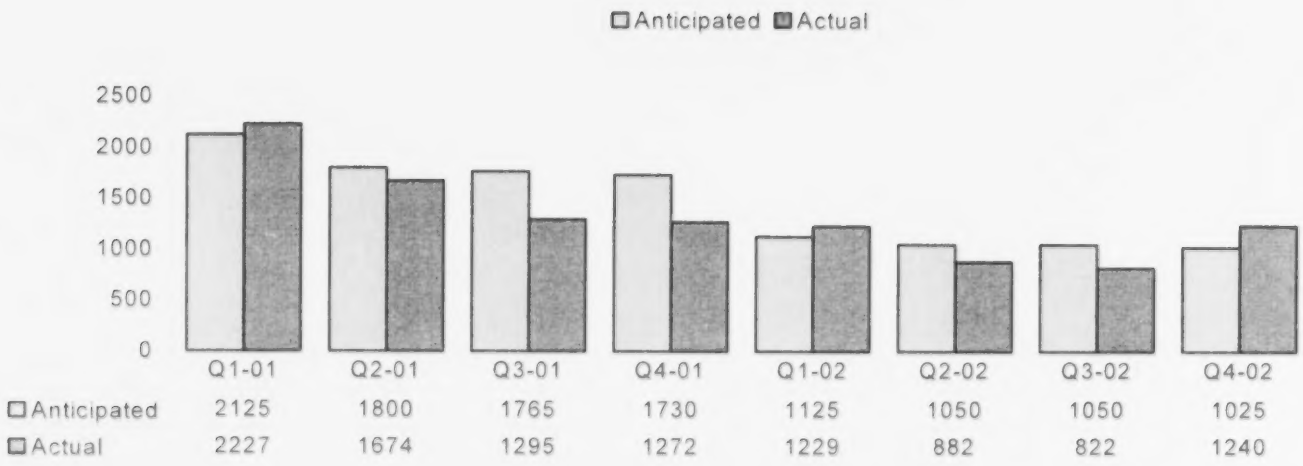


Figure 3. Dispositions, Anticipated vs. Actual

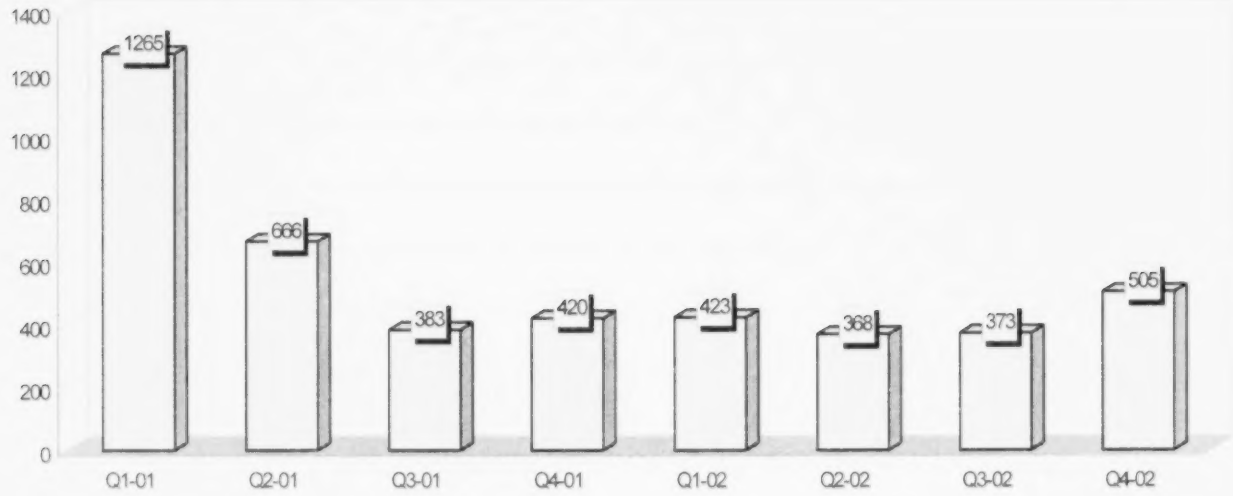


Figure 4. Dispositions from Pre-Hearing processes, including ADR

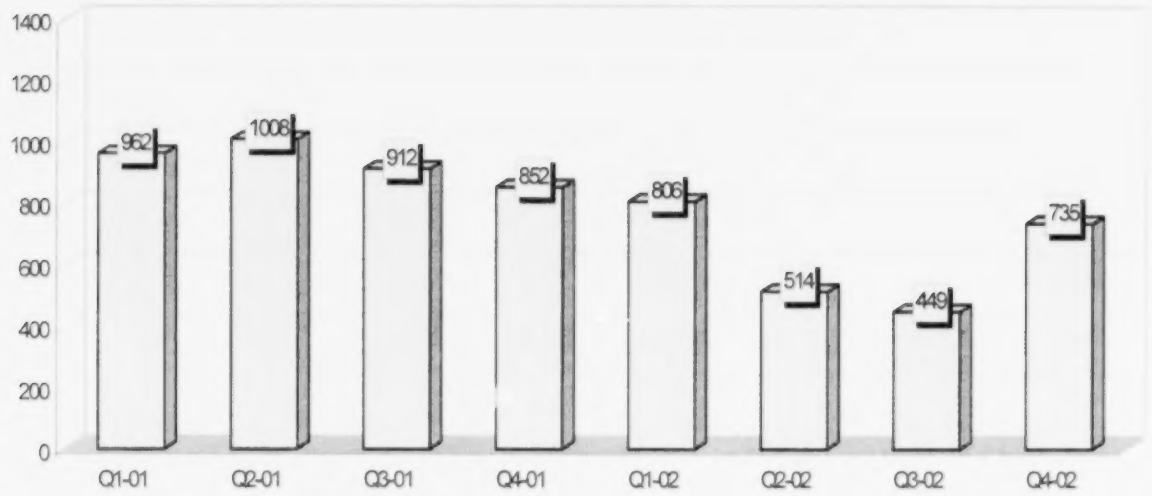
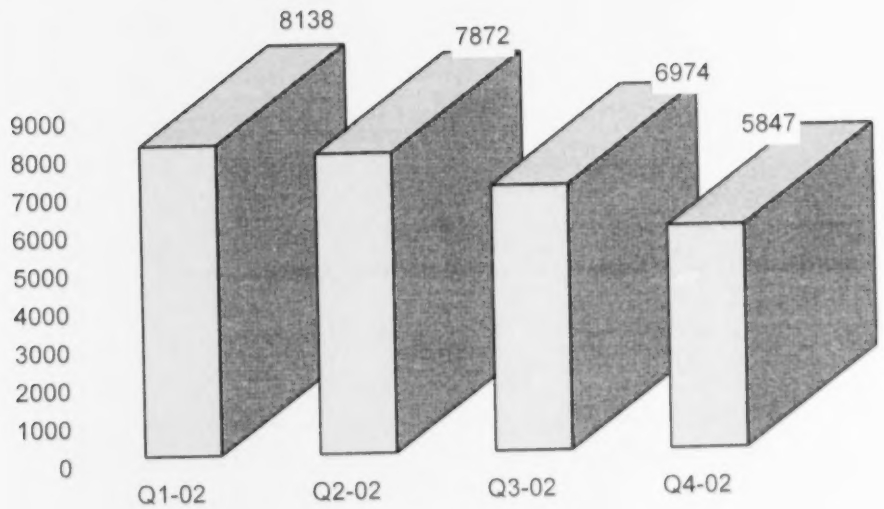


Figure 5. Dispositions from After Hearing processes.

Inactive Inventory: At the close of the fourth quarter, 2002, the Tribunal's inactive inventory numbered 5,847, a reduction of 1,127 from the previous quarter. This is the 6th quarter where the inactive inventory has decreased. Over 66% of the inactive cases are over 2 years old. It is unlikely that these appellants are planning to proceed with their appeal.

During the 4th quarter, 371 appellants contacted the Tribunal to continue or re-activate their appeal, representing 5% of the previous quarter's inactive inventory of 6974. These reactivations accounted for 28% of the quarter's incoming appeals. Reactivations are taken into account in the Tribunal's business planning, and expected reactivations are included in its projections as incoming appeals.

Inactive status was created in 1997 as a case management approach to remove dormant cases from active inventory. This process is subject to the Tribunal's Practice Direction on Inactive Files. The use of inactive status has declined significantly in comparison to previous reports, and in the fourth quarter of 2002 deactivations numbered only 196 cases.



Inactive Inventory Q1 to Q4 2002